ELSEVIER

Journal of Operations Management 15 (1997) 413–414

JOURNAL OF OPERATIONS MANAGEMENT

Cumulative contents of Volume 15

Volume 15, No. 1, February 1997

1 The business value of quality management systems certification. Evidence from Australia and New Zealand
M. Terziovski, D. Samson and D. Dow

19 The relationship between service customers' quality assurance behaviors, satisfaction, and effort: A cost of quality perspective
W.E. Youngdahl and D.L. Kellogg

33 Integrated design and new product success
J.E. Ettlie

57 Managing the buyer–supplier interface for on-time performance in product development
J.L. Hartley, B.J. Zirger and R.R. Kamath

71 Heuristic, optimal, static, and dynamic schedules when processing times are uncertain
S.R. Lawrence and E.C. Sewell

83 Call for papers

85 Editorial philosophy

87 Guide for authors

Volume 15, No. 2, May 1997

89 Quantifying the bullwhip effect in supply chains
R. Metters

Discipline notes

101 A meta-analysis of doctoral dissertations in purchasing
A. Das and R.B. Handfield

123 Evaluating and classifying POM journals
C.-H. Goh, C.W. Holsapple, L.E. Johnson and J.R. Tanner

Tutorial

139 A tutorial on business process improvement
T.R. Rohleder and E.A. Silver

155 Call for papers

157 Editorial philosophy

159 Guide for authors

Elsevier Science B.V.

Volume 15, No. 3, August 1997

161 The impact of market requirements focus and manufacturing characteristics focus on plant performance
C. Bozarth and S. Edwards
181 The impact of quality on learning
G. Li and S. Rajagopalan

Tutorial
193 Business process reengineering: A tutorial on the concept, evolution, method, technology and application
V. Grover and M.K. Malhotra

215 Call for papers
219 Editorial philosophy
221 Guide for authors

Volume 15, No. 4, November 1997

223 The manufacturing strategy formulation process: linking multifunctional viewpoints
R. Menda and D. Dilts
243 Factors affecting supplier quality performance
L.B. Forker
271 Management initiatives and just-in-time manufacturing
R. McLachlin
293 'Green' value chain practices in the furniture industry
R.B. Handfield, S.V. Walton, L.K. Seegers and S.A. Melnyk
317 Dimensions of manufacturing strength in the furniture industry
S.K. Vickery, C. Dröge and R.E. Markland
331 Unlocking the potential of advanced manufacturing technologies
K.K. Boyer, G.K. Leong, P.T. Ward and L.J. Krajewski
349 Advanced manufacturing technology: Implementation policy and performance
M.H. Small and M.M. Yasin
371 Assessing the impact of JIT using economic theory
J.A. Brox and C. Fader
389 Linking performance drivers in production planning and inventory control to process choice
M. Hossein Safizadeh and L.P. Ritzman
405 Call for papers
407 Editorial philosphy
409 Guide for authors
411 Author index
413 Cumulative contents of Volume 15